

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

EMERGENCY SERVICES DISPATCHER

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Emergency Services Dispatcher is the first and entry level in a three level Dispatch series. Incumbents are responsible for answering and prioritizing emergency and non-emergency calls for service and dispatching emergency personnel to crime scenes and service requests on multi-channel radios and computer aided dispatch systems.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision.

The Emergency Services Dispatcher is distinguished from the Senior Emergency Services Dispatcher, which is a lead worker, responsible for making work assignments, determining completion of work, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

- | | | |
|----|--|----------------|
| 1. | Answers incoming emergency and non-emergency calls, prioritizing calls and determining proper routing utilizing established guidelines and operating procedures; dispatches sworn and non-sworn personnel. | Daily
25% |
| 2. | Monitors radio channels and dispatches appropriate public safety personnel, ensuring dispatch of field personnel requests for back-up or traffic-related assistance. | Daily
25% |
| 3. | Runs driver's license, vehicle registration, wants, and warrant information checks through the CAD computer system to CLETS and NCIC for outstanding warrants or other information; confirms and relays information to field personnel; calls for towing services and other emergency services agencies. | Daily
20% |
| 4. | Retrieves a variety of information from applicable local, regional, State, and National databases. | Daily
20% |
| 5. | Receives and transmits coded messages to and from sworn and non-sworn personnel. | Daily
10% |
| 6. | Performs other duties of a similar nature or level. | As
Required |

FRESNO, CALIFORNIA

CLASS SPECIFICATION

EMERGENCY SERVICES DISPATCHER

Training and Experience (positions in this class typically require):

- Emergency Services Dispatcher I: High School Diploma, or GED, and two years of substantial public contact experience are required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Bi-lingual skills are desirable.

Licensing Requirements (positions in this class typically require):

- Typing Certificate
- Successful completion of P.O.S.T Dispatch Academy at time of appointment.
- Basic Class C License
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation

Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Office procedures, principles, practices and equipment;
- Basic geography.

Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Providing customer services
- Keyboarding
- Working with multiple interruptions while conducting multiple tasks
- Exercising sound judgment
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Remaining calm in stressful and emergency situations
- Dealing tactfully with difficult people both telephonically and in person
- Reading and comprehending maps
- Ability to prepare and make effective oral presentations
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

FRESNO, CALIFORNIA
CLASS SPECIFICATION

EMERGENCY SERVICES DISPATCHER

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, and repetitive motions, seeing and talking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008